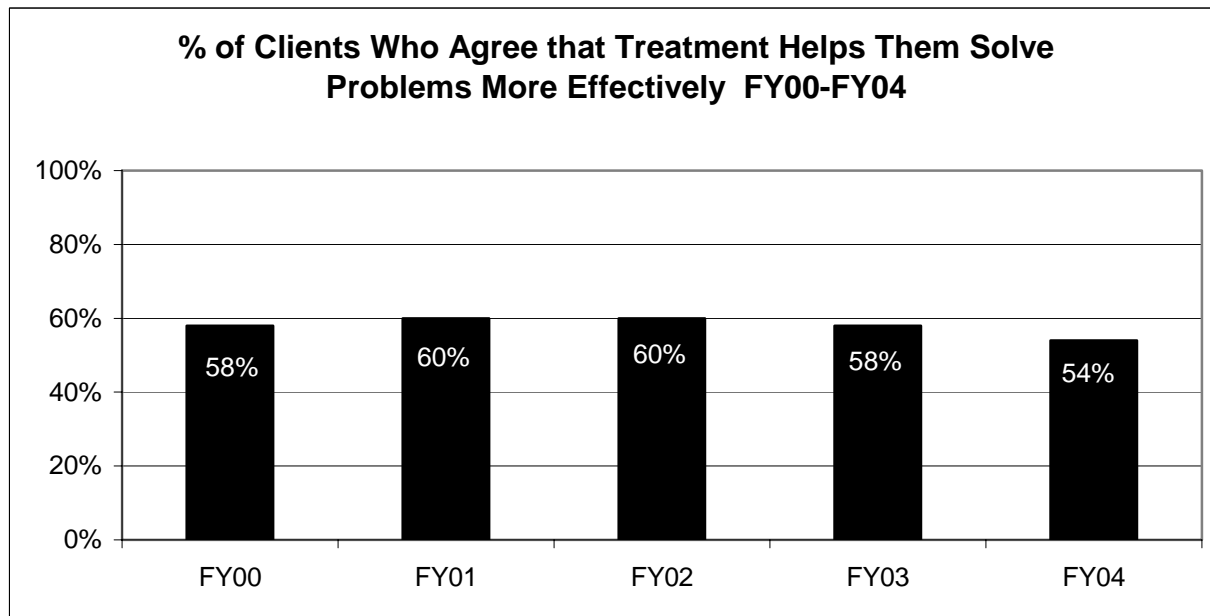


ADULT CLIENTS SAYING SERVICES HELP THEM DEAL MORE EFFECTIVELY WITH DAILY PROBLEMS

Source: Division of Substance Abuse and Mental Health



Definition: The Division administers a client satisfaction survey to its clients receiving mental health services from community mental health centers throughout the year. The survey gathers opinions from these clients on 28 items. The graph above shows the response to: “As a direct result of my treatment, I deal more effectively with daily problems.”

Analysis: The graph above indicates that over half (54%) of clients felt the services they received from community mental health centers helped them deal more effectively with their

problems. This is slightly below the range of the previous four years.

Future Actions: The Division and community mental health centers will examine the results to this question and determine if changes need to be made in the way services are delivered.